

DSCF Standard Mail Load Leveling Updates

Start Time: 2:00PM ET

United States Postal Service

To listen to a recording of this presentation please visit:

<https://usps.webex.com/usps/lsr.php?RCID=9f1cce2c9af4442a9236d03de0c8d7b3>

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Tuesday, November 25, 2014

DSCF Standard Mail® Load Leveling



November 25, 2014



- ❑ Start-the-Clock Business Rule for DSCF Standard Mail
 - Load Leveling
- ❑ 6 Week Trend (9/26-11/7) of Load Leveling Volumes
- ❑ Last Mile Impact and Load Leveling
- ❑ Bundle Visibility

- ❑ DSCF Standard Mail entered after the Critical Entry Time (CET) of 1600 on Thursday and before the CET of 1600 on Saturday will have an extra day added to the service standard

SCOPE OF LIMITED CHANGE

DELIVERY DAYS MEETING SERVICE STANDARD		
DSCF Standard Mail** Dropped Before 4pm* on	Old calculation	Current
Thursday	Friday, Saturday, Monday	Friday, Saturday, Monday
Friday	Saturday, Monday	Saturday, Monday, Tuesday
Saturday	Monday, Tuesday	Monday, Tuesday, Wednesday
Sunday	Monday, Tuesday, Wednesday	Monday, Tuesday, Wednesday

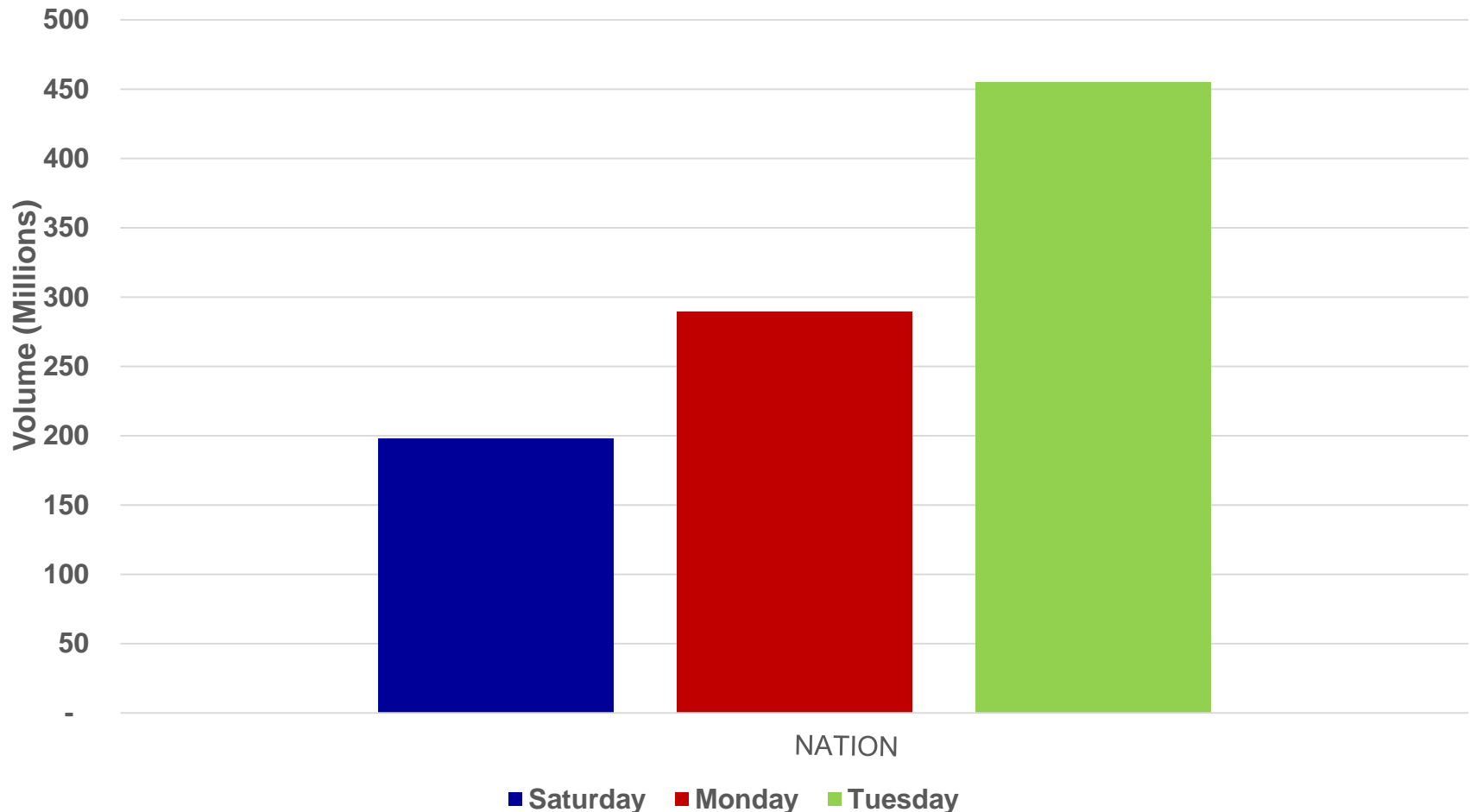
*The current Critical Entry Time (CET) for Standard mail is 4 pm

**For delivery in the continental United States

Load Leveling 6 Week Volume Trends

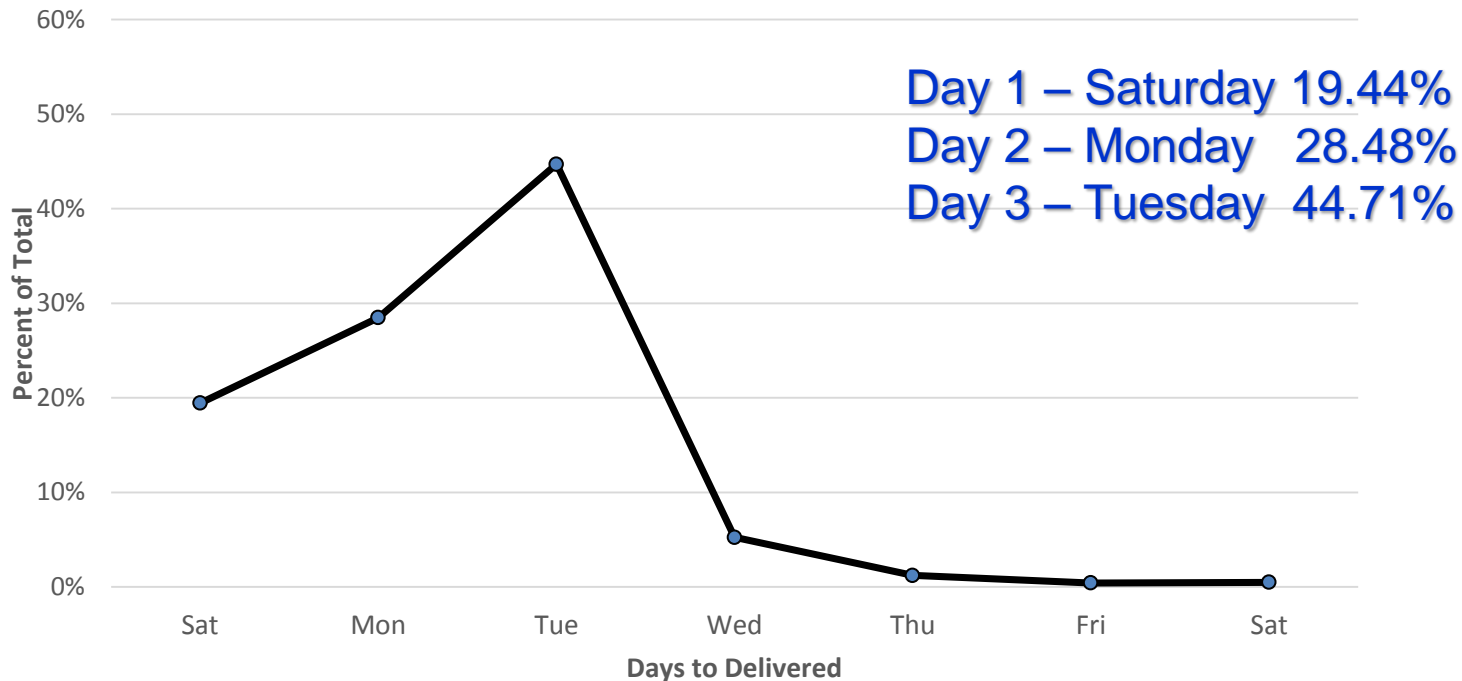


6 Weeks (09/26 – 11/07) DSCF Standard - Friday Start-the-Clock Volume Breakdown



6 Weeks (09/26 – 11/07)

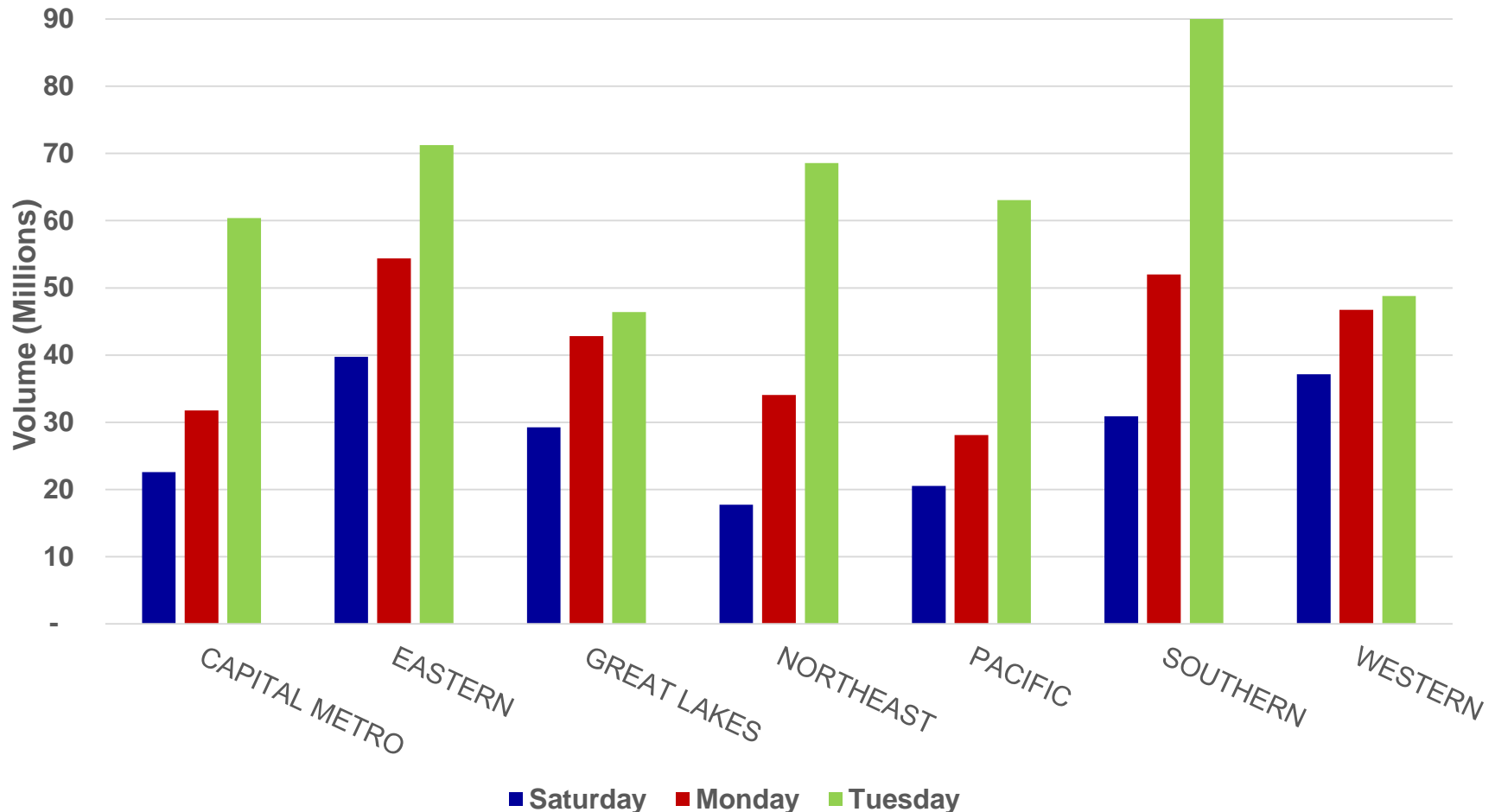
DSCF Standard - Friday Start-the-Clock



Service Variance

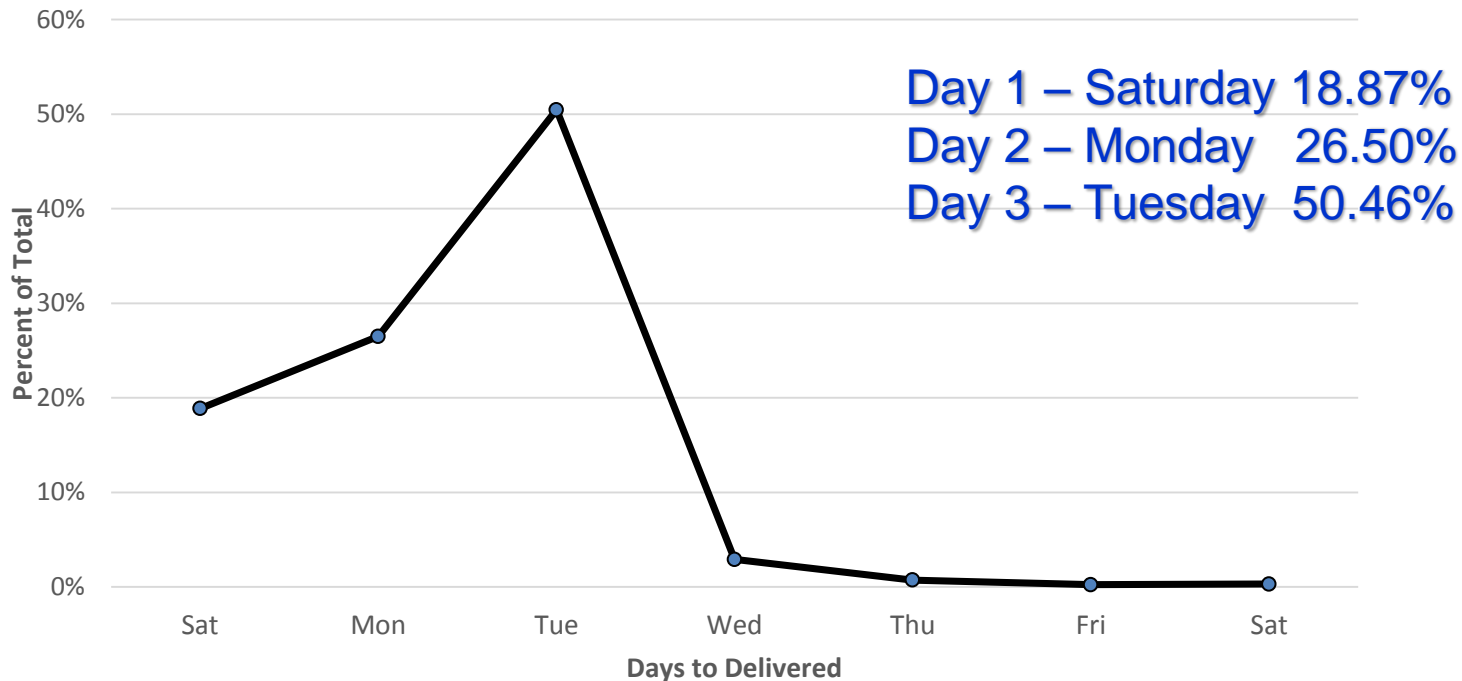
% of Total	19.44%	28.48%	44.71%	5.24%	1.22%	0.42%	0.48%
Cumulative	19.44%	47.93%	92.64%	97.88%	99.10%	99.52%	100.00%

6 Weeks (09/26 – 11/07)
DSCF Standard - Friday Start-the-Clock
Volume Breakdown



6 Weeks (09/26 – 11/07)

DSCF Standard - Friday Start-the-Clock

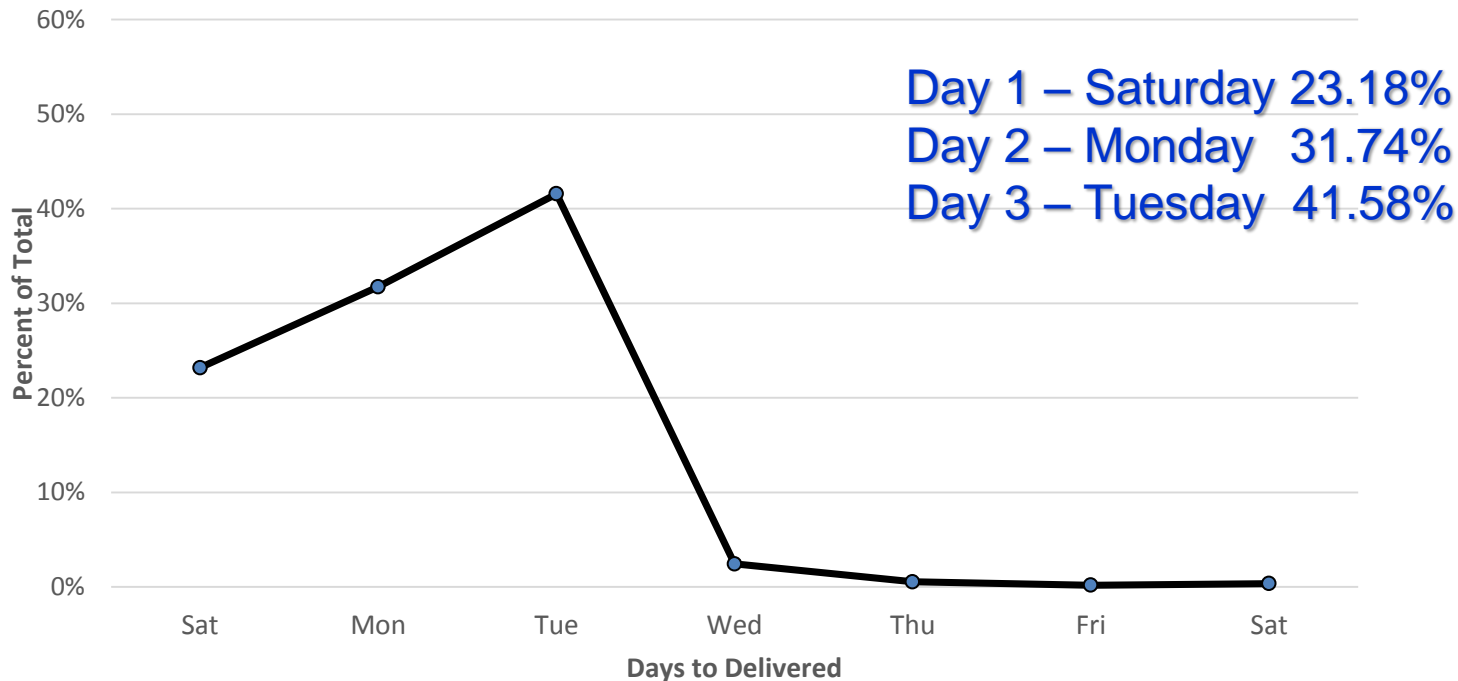


Service Variance

% of Total	18.87%	26.50%	50.46%	2.91%	0.72%	0.23%	0.31%
Cumulative	18.87%	45.38%	95.83%	98.74%	99.46%	99.69%	100.00%

6 Weeks (09/26 – 11/07)

DSCF Standard - Friday Start-the-Clock

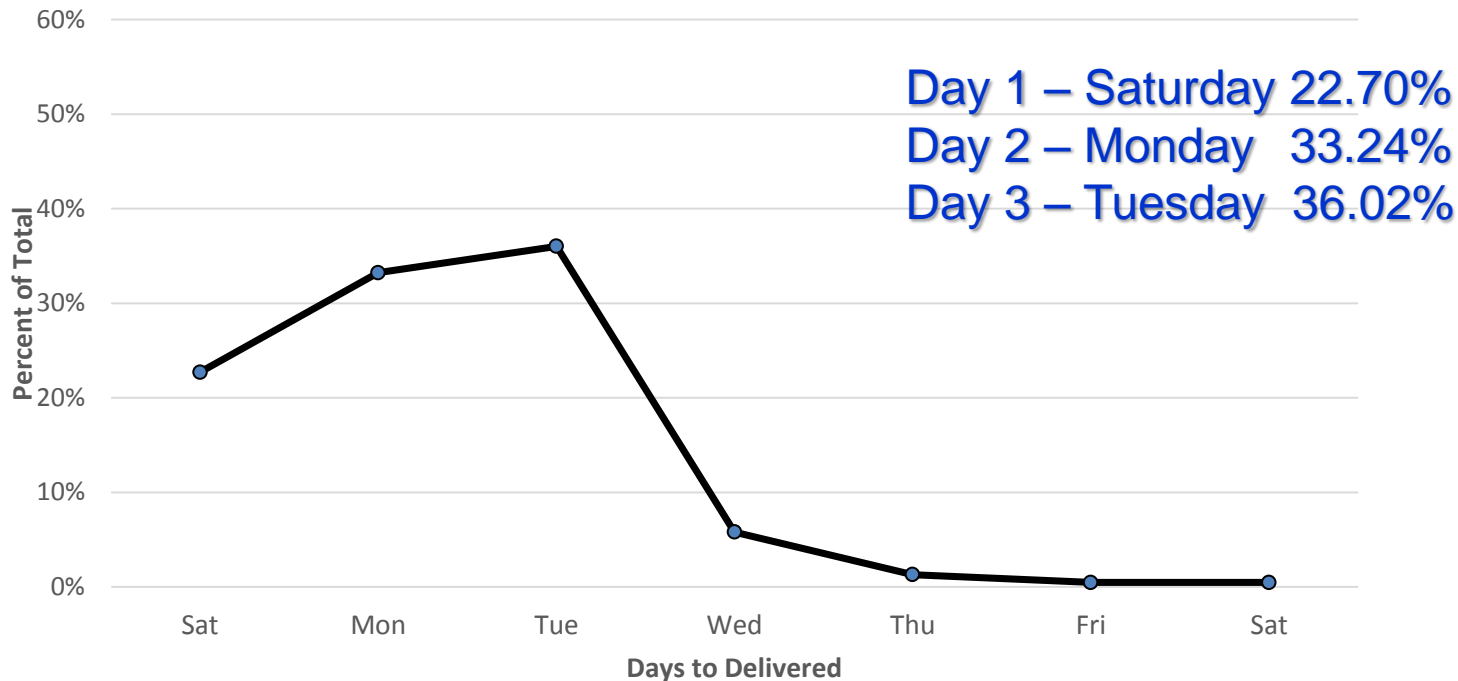


Service Variance

% of Total	23.18%	31.74%	41.58%	2.43%	0.54%	0.19%	0.35%
Cumulative	23.18%	54.92%	96.50%	98.93%	99.46%	99.65%	100.00%

6 Weeks (09/26 – 11/07)

DSCF Standard - Friday Start-the-Clock

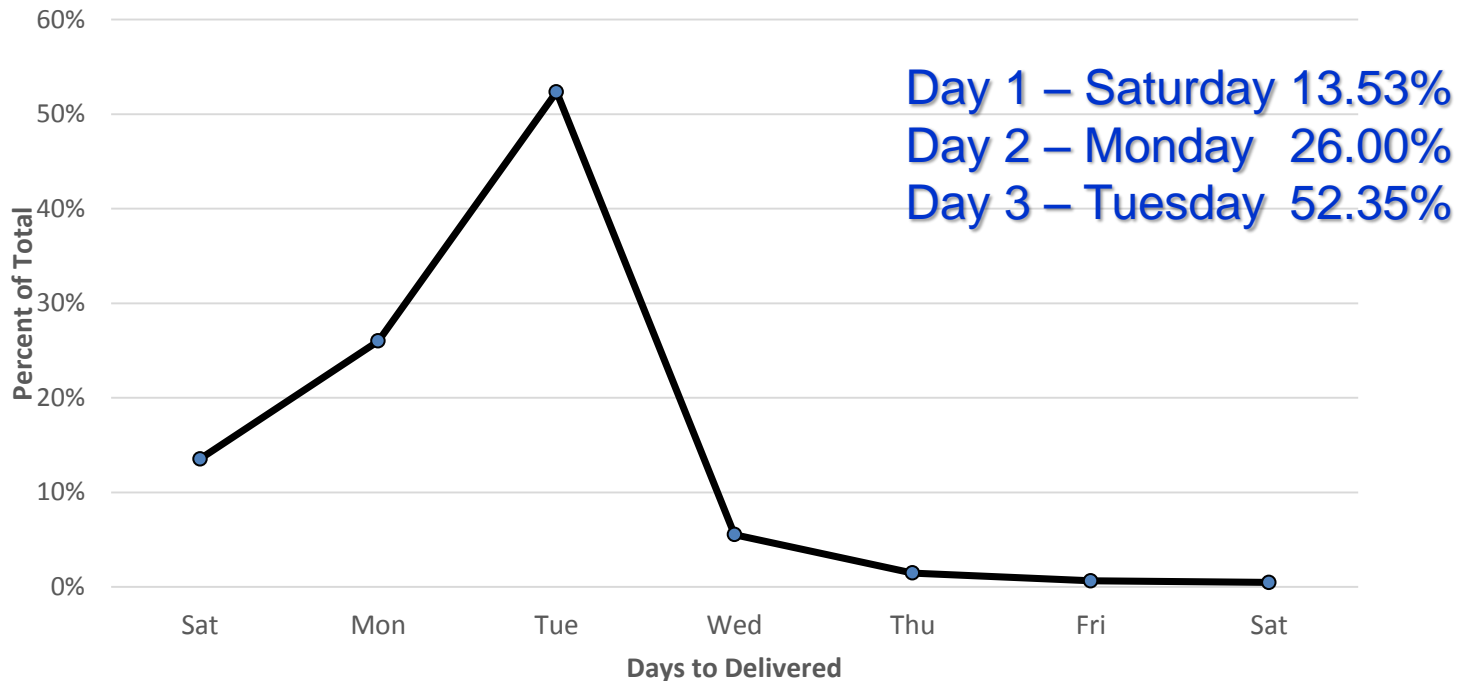


Service Variance

% of Total	22.70%	33.24%	36.02%	5.80%	1.29%	0.47%	0.48%
Cumulative	22.70%	55.94%	91.97%	97.76%	99.06%	99.52%	100.00%

6 Weeks (09/26 – 11/07)

DSCF Standard - Friday Start-the-Clock

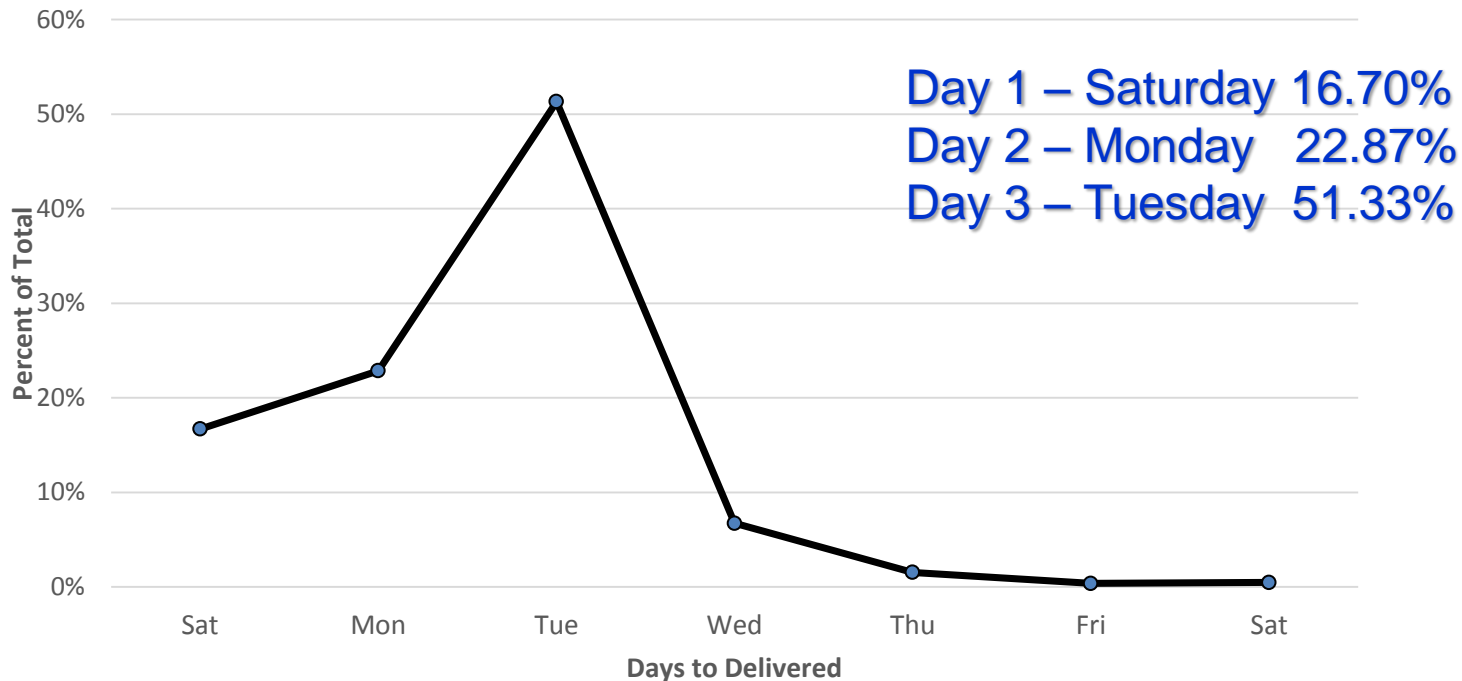


Service Variance

% of Total	13.53%	26.00%	52.35%	5.52%	1.47%	0.64%	0.48%
Cumulative	13.53%	39.54%	91.89%	97.41%	98.88%	99.52%	100.00%

6 Weeks (09/26 – 11/07)

DSCF Standard - Friday Start-the-Clock

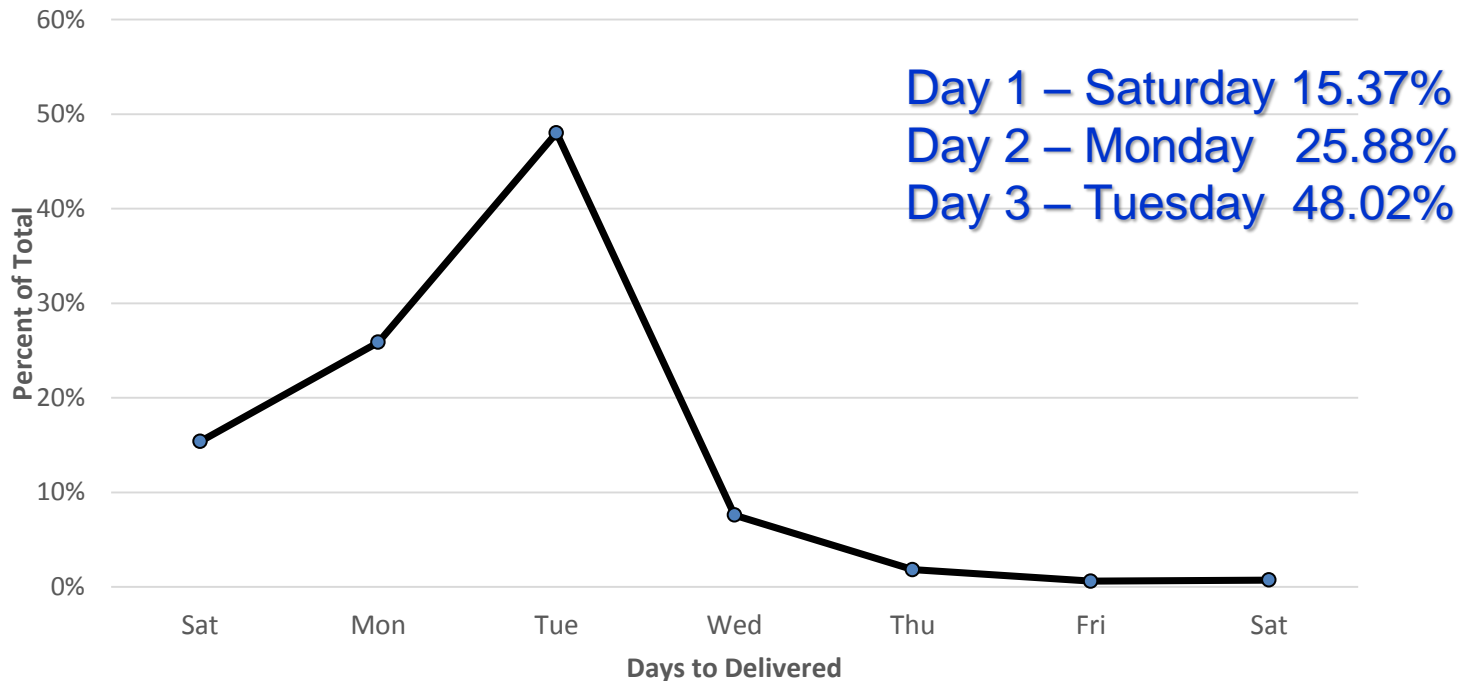


Service Variance

% of Total	16.70%	22.87%	51.33%	6.74%	1.53%	0.37%	0.48%
Cumulative	16.70%	39.56%	90.89%	97.63%	99.16%	99.52%	100.00%

6 Weeks (09/26 – 11/07)

DSCF Standard - Friday Start-the-Clock

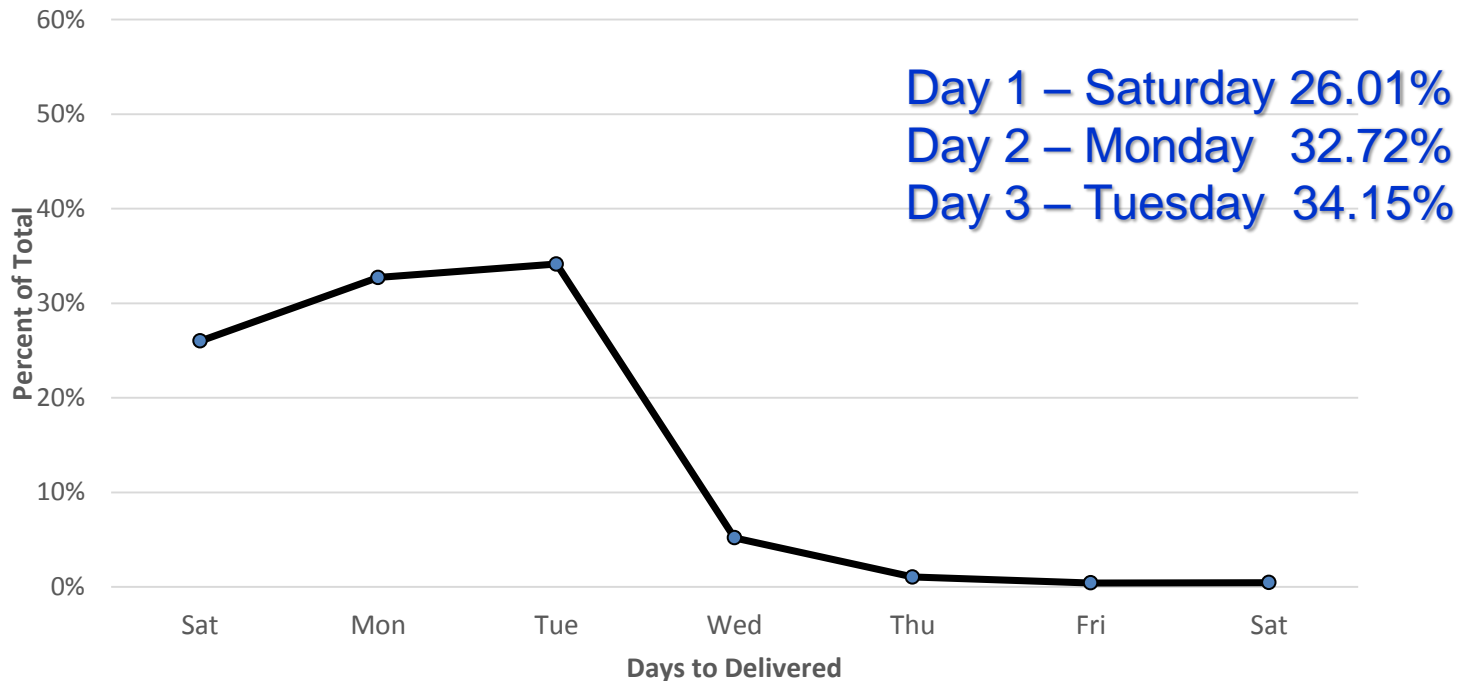


Service Variance

% of Total	15.37%	25.88%	48.02%	7.59%	1.82%	0.60%	0.72%
Cumulative	15.37%	41.25%	89.27%	96.86%	98.67%	99.28%	100.00%

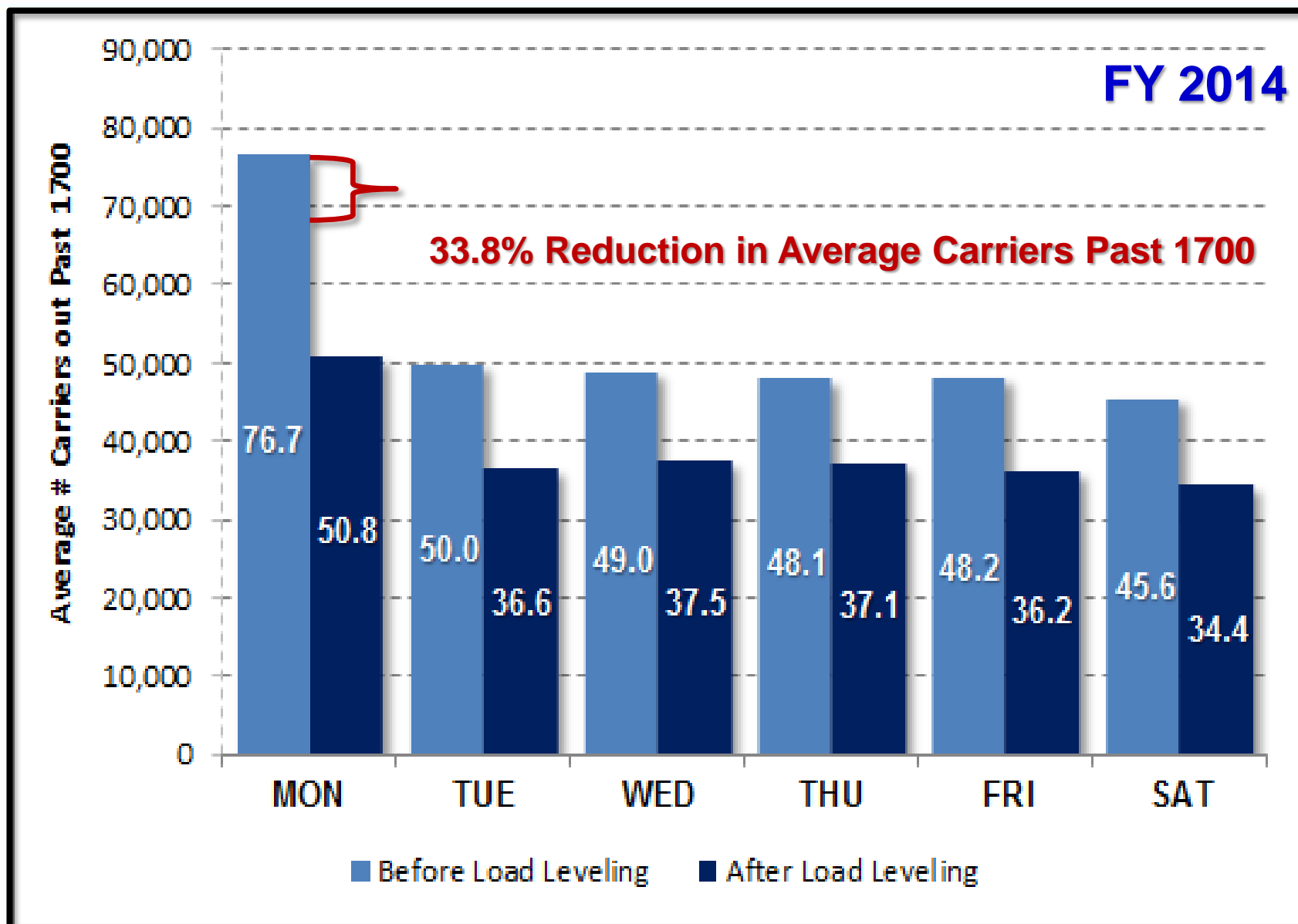
6 Weeks (09/26 – 11/07)

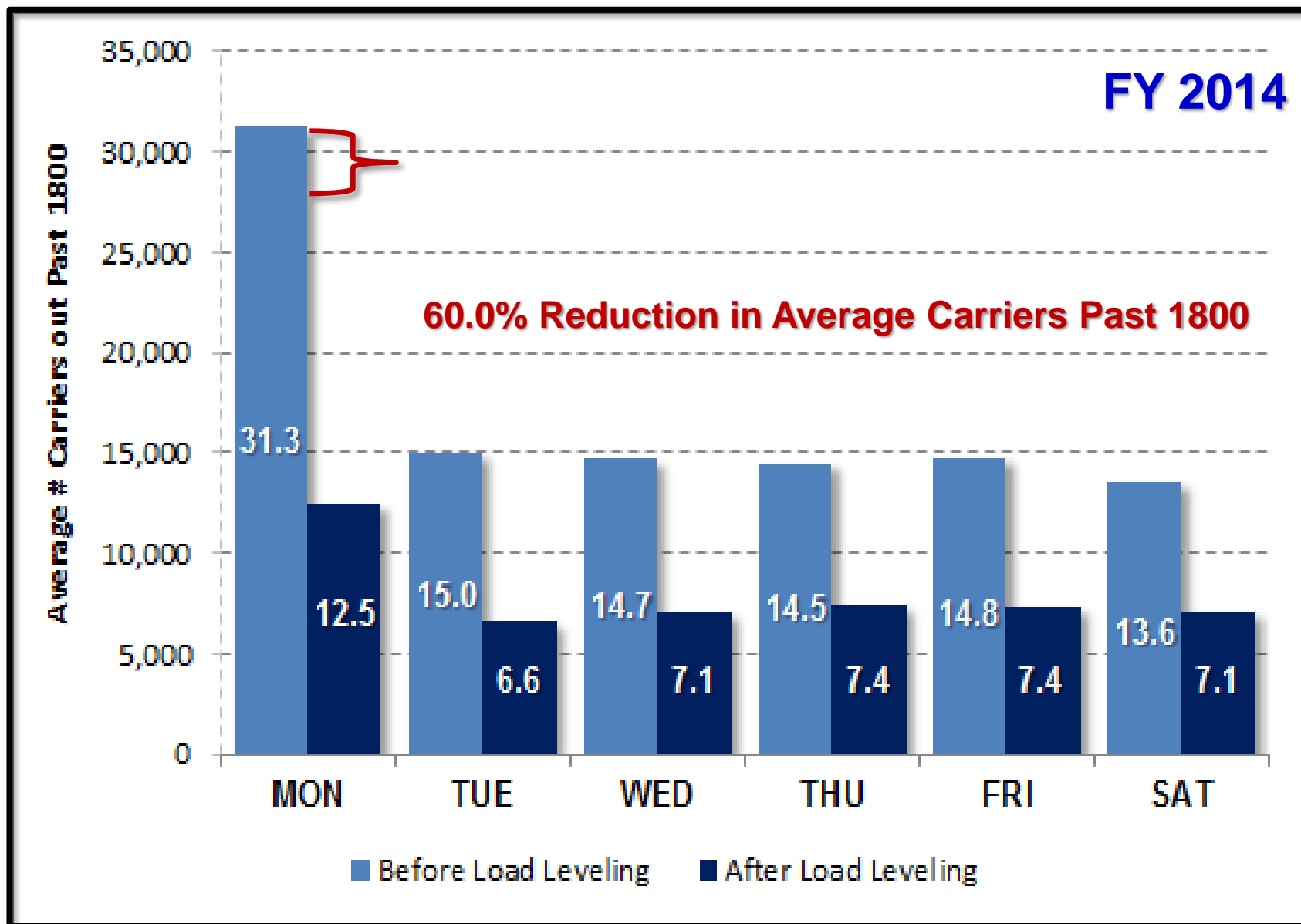
DSCF Standard - Friday Start-the-Clock



Service Variance

% of Total	26.01%	32.72%	34.15%	5.19%	1.05%	0.41%	0.46%
Cumulative	26.01%	58.74%	92.89%	98.08%	99.13%	99.54%	100.00%





Last Mile Impact & Load Leveling



- ❑ Commercial mail measurement combines data from two sources to determine overall performance from mail acceptance to delivery to the customer

Acceptance (Start-the-Clock)	Last MPE scan	Delivery
Processing	Last Mile (Reporter Mailbox)	
12.9 billion IMb™ pieces in FY14 Q4	Over 250K DSCF STD pieces in Q4	

- Processing performance measures from mail acceptance to the last processing scan against the service standard using Full-Service IMb data
- Last Mile measures time spent between the last processing scan and delivery to customer mailbox through external reporters

- ❑ Processing and Last Mile data are combined according to last processing operation scan type

Last Processing Operation Scan Segments
Pieces processed at the expected plant with a DPS/FSS operation
Pieces processed at the expected plant with other operations, including bundle sorts
Pieces where last processing operation did not occur at the expected plant

- ❑ This approach for segmenting and combining Processing and Last Mile data allows USPS to measure all mail, regardless of how and where it was last processed

DSCF Standard – Nation

Percentage by Last Processing Operation

2 Weeks (10/24 and 10/31)

DSCF Standard - Friday Start-the-Clock

Letters

Estimated Delivery Day of Week	% DPS	% Other
Saturday	95.83%	4.17%
Monday	92.65%	7.35%
Tuesday	95.21%	4.79%

Flats

Estimated Delivery Day of Week	% FSS	% Bundle Sort	% Nested Bundle Visibility Events
Saturday	13.55%	65.35%	21.10%
Monday	23.01%	70.02%	6.97%
Tuesday	73.58%	19.81%	6.61%

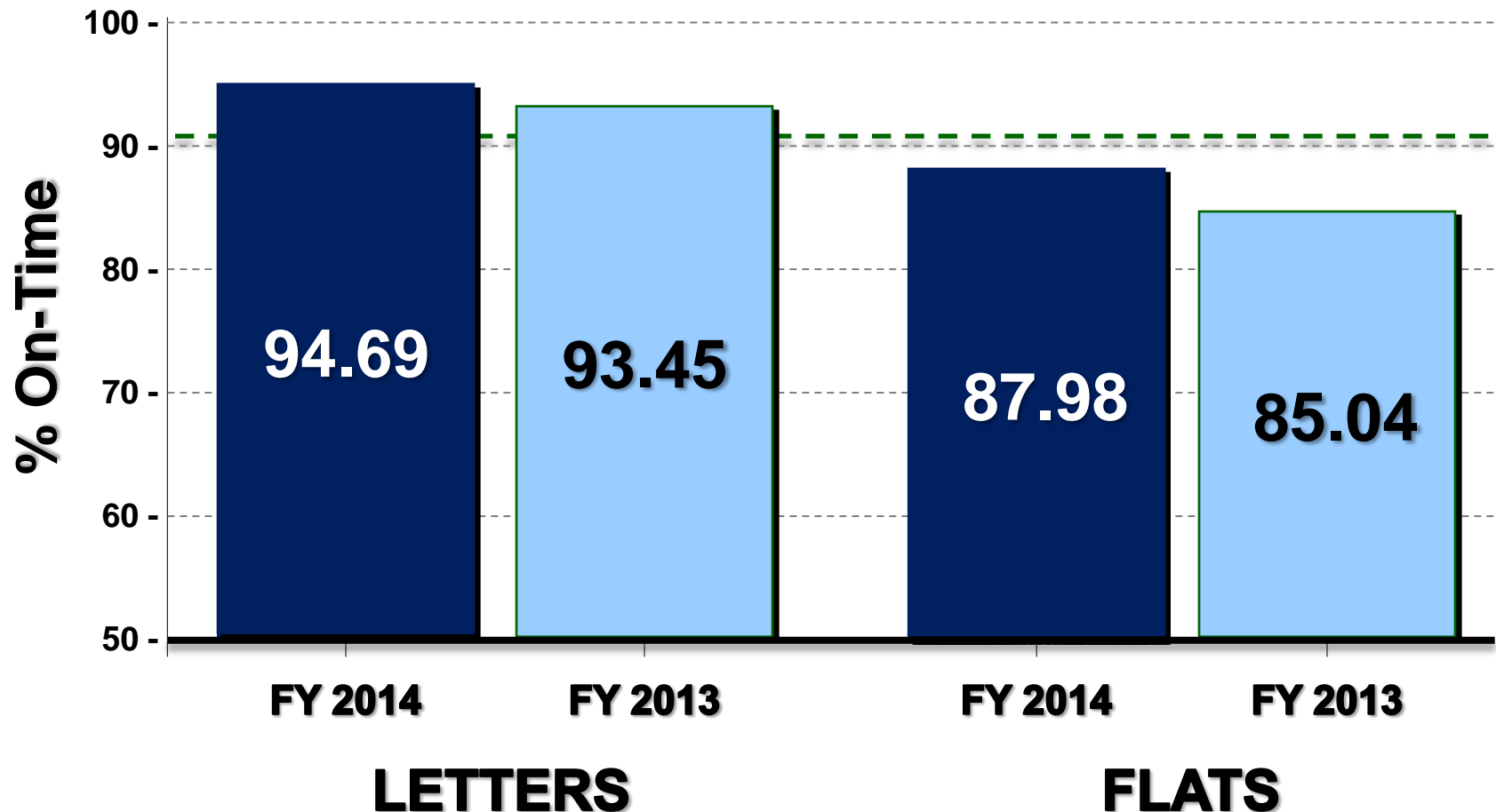
- ❑ Segmentation aligns Last Processing Operation profiles with External Reporter Data

FY14 Q4 DSCF Load Level Standard Flats
Last Processing Operation Profiles compared to Reporter Data

Last Processing Operation	% Delivered Same Day	Day +1	Day +2	>= Day +3
FSS Sort	92.7%	5.9%	0.8%	0.6%
Bundle Sort	50.8%	30.7%	11.7%	6.8%
Nested Bundle Visibility Events	62.1%	25.4%	6.0%	6.5%

STANDARD SCF

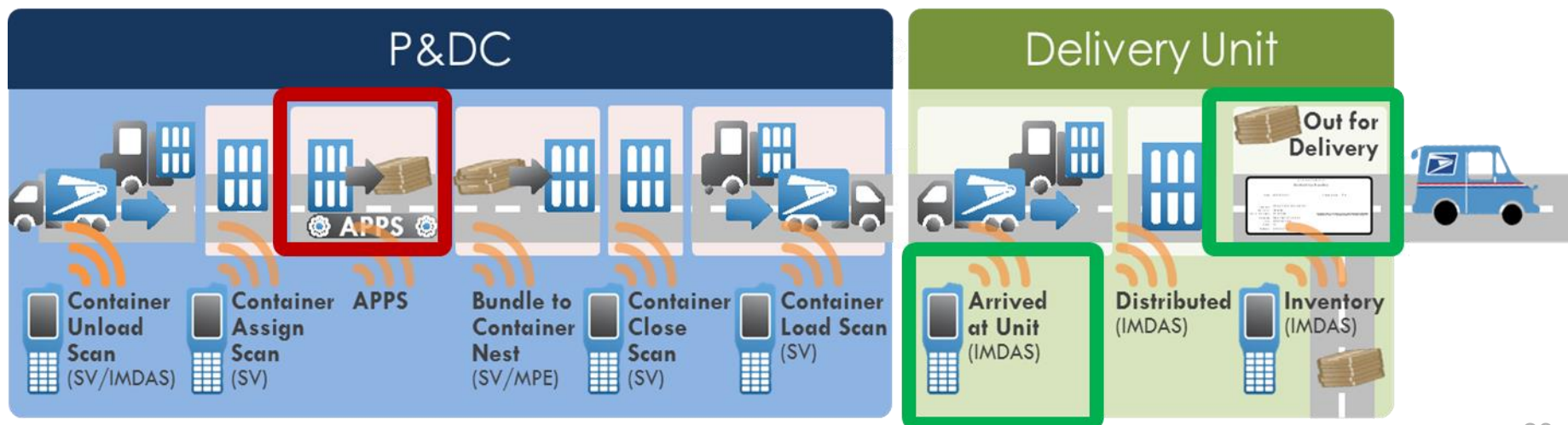
--- Target 91.00



Bundle Visibility



- ❑ Enhanced Bundle visibility will provide mailers insight into flats bundles when they arrive at the Delivery Unit (AAU) and when they are Out for Delivery (OFD)
- ❑ Enhanced Bundle visibility will help identify source of service delays (processing or delivery)
 - AAU or OFD scan at the DU serves as the last processing operation instead of the APPS/APBS scan at the Plant



- ❑ Bundle Visibility scans will improve diagnostics enabling operational managers to pinpoint where service delays are occurring
 - Arrival, Inventory, and Distributed events will generate more last processing operation scans at the delivery unit
 - Increased visibility will help identify cases where mail either arrived too late to meet standard (i.e. Processing delay), or was delayed at the delivery unit (i.e. Last Mile Impact)

- **Capital: Baltimore District, 6-28-14**
- **Pacific: Sierra Coastal District, 10-20-14**
- **Southern: South Florida District, 11-17-14**
- **Southern: Suncoast District, TBD**
- **Great Lakes: Greater Michigan, 12-15-14**
- **Northeast: Westchester, 12-17-14**
- **Eastern: Kentuckiana, 12-16-14**
- **Western: Denver, 12-19-14**

- **Next Steps: Onboard rest of country after 1/1/15**